

<b>Cape Town</b>	(021) 933-5556	Unit 8 & 9, Brasant Park, 21 Jan Smuts Road, Beaconvale, Parow
<b>East Rand</b>	(011) 397-8448	Unit 17, Lakeside Jet Park, Cnr Kelly Road and Estee Ackerman Street, Jet Park, Boksburg
<b>Centurion</b>	(012) 653-6399	Unit 6, Coachman's Business Park, Jakaranda St, Hennopspark, Centurion
<b>Durban</b>	(031) 700-2110	Unit 16, Greenfields Business Center, 1451 Chris Hani Road, Briardene
<b>Port Elizabeth</b>	(041) 367-2874	33 Leadwood Crescent, Fairview, Port Elizabeth
<b>Johannesburg</b>	(011) 801-3800	Unit 374, Northlands Business Park, Angus Crescent, New Market Road, Northriding
<b>Nelspruit</b>	(013) 753-2176	Shop 2 & 3, 46 Waterfall Ave, Riverside Industrial Park, Nelspruit



## OUR GUARANTEE TO YOU

SBS products are designed to create lasting value for your home. This guarantee is effective for all Hydro garage doors and Digi motors and spare parts. For important information regarding the use/application of our products, including care and maintenance instructions. Installation instructions, architectural files and product certificates please refer to <http://www.hydrodoors.co.za/>

**It is essential that you familiarise yourself with the content of these documents prior to utilising our products.**

## WHAT THIS GUARANTEE COVERS

Except as set forth in the conditions section below, we guarantee that if your Hydro or Digi product exhibits a defect in material or workmanship within the time periods from the date of invoice as specified below, we will, at our discretion, repair or supply the product or component part.

- SBS warrants to the first retail purchaser of a Hydro or Digi operator that the product shall be free of any defects in materials and/or workmanship for the period of guarantee from the verifiable date of purchase. Such verification will include a valid proof of purchase by the first retail purchaser, which shall include if possible the serial number of the door and/or motor under guarantee. Upon receipt of the product, the first retailer purchase is under obligation to check the product for any visible defect.
- This guarantee is available on any Hydro or Digi product sold and installed in the Republic of South Africa.
- For any Hydro and/or Digi product that is sold and installed outside the borders of the Republic of South Africa, the obligations for repairing this product under the guarantee will be borne by the distributor of the product in the territory concerned.

Detail	Coverage	Notes
Wooden Garage doors ( Raw and Ready to fit )	<b>5 Years</b>	Products needs to be inspected every 3 months for maintenance
<b>Pre Seal</b> finish on timber garage doors - Teak	<b>1 Year</b>	Coverage is for peeling, cracking, or exhibiting excessive fade or colour change. Timber products and products finished with factory applied Maxicare finish, installed within 5 kilometres of a salt-water source (for example, an ocean) or other corrosive environment requires additional and specific maintenance requirements. <b>Refer to our full care and maintenance instructions.</b>
<b>Pre Seal</b> finish on timber garage doors - Imbuia	<b>No Coverage</b>	
<b>Hardware</b>	<b>1 Year</b>	Coverage is against faulty workmanship, materials and functions and excludes normal wear and tear/corrosion of hardware and has not been damaged or altered in any way
<b>Steel doors</b>	<b>1 Year</b>	Coverage is against faulty workmanship , materials and functions. Installed within 5 kilometres of a salt-water source (for example, an ocean) or other corrosive environment requires additional and specific maintenance requirements. <b>Refer to our full care and maintenance instructions.</b>
<b>Aluminium</b>	<b>3 Years</b>	Coverage is against faulty workmanship , materials and functions. Installed within 5 kilometres of a salt-water source (for example, an ocean) or other corrosive environment requires additional and specific maintenance requirements. <b>Refer to our full care and maintenance instructions.</b>

## Conditions

- The guarantee shall constitute the sole remedy available under law to the first retail purchaser for any damages related to resulting from a defective part and/or product.
- The guarantee is strictly limited to the repair or replacement of the parts of this product which are found to be defective.
- SBS will repair, or at its discretion replace, any device, which is determined to be defective in materials and/or workmanship.
- SBS shall not be liable for consequential or incidental damage to property or person.
- Guarantee repairs shall be effected provided the product is returned to SBS at owner's expense.
- For guarantee service and shipping instructions contact SBS at the addresses shown.

## The guarantee does not cover:

- Non-defect damage caused by unreasonable use (including use not in complete accordance with Hydro and or Digi installation and owners instructions).
- Labour charges for removal or re-installation of a repaired or replaced unit.
- Transport costs incurred in getting the product to SBS. SBS will quote for in-situ guarantee repairs if requested.
- Damage to the product caused by lightning, power surges or incorrect installation. Any Digi door operator used outside it's intended use.
- Any Digi door operator used outdoors including carports.
- Distance to sea within 5 kilometers from breaking surf and ocean spray for Steel doors including hardware.
- Any Hydro domestic garage door operator used in excessive traffic applications for example : an apartment block , parking garage etc.
- Any modification to the product or components thereof.
- Batteries installed in the operator remote controls or wall console.

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## HOW TO GET ASSISTANCE

If you have a query with your Hydro and/or Digi product, contact the merchant/distributor or contractor from whom you purchased your product or contact us directly at above BRANCHES.

### We can respond quickly and efficiently if you provide the following:

- Product identification (from the original order/invoice document).
- How to contact you.
- The address where the product can be inspected.
- A description of the apparent problem and the product, a photograph.

### What We Will Do

Upon receiving your notification, we will send out an acknowledgement within **24 hours** to the contact number, which you have provided. We will investigate your claim and will begin to take appropriate action within **3 - 7 days** after receipt of notification. If your guarantee claim is denied, we may charge an inspection fee for an onsite inspection that is required or requested by you. If your claim is accepted, and we choose to repair or supply the product or a component of the product, the replacement product/component will be provided in the same specification as the original product. Replacement components/products are guaranteed for the balance of the original product guarantee.

We make no other warranty or guarantee, either expressed or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the product, except as expressly contained herein. Rejection of these dispute resolution provisions must be sent to SBS (Customerservice@sbsbuilding.co.za) within thirty (30) days of original purchaser's receipt of the Products to which this guarantee applies.

No distributor, dealer or representative of SBS has the authority to change, modify or expand this guarantee. The original purchaser of this product acknowledges that they have read this guarantee, understand it and are bound by its terms and agrees to provide this guarantee to the owner of the structure into which the product is installed.

Product delivery Date: \_\_\_\_\_

Signature SBS: \_\_\_\_\_

Invoice Number: \_\_\_\_\_

Signature Customer: \_\_\_\_\_